



311 calls by month while at OPCD

Date from:1/1/2019 00:00:00

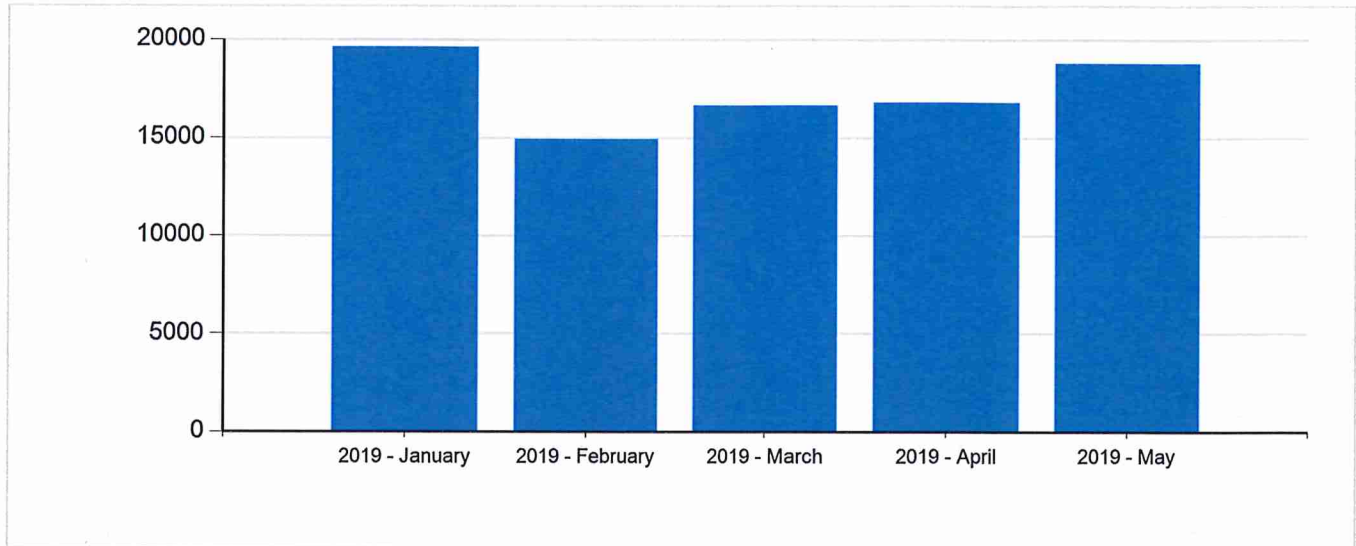
Date to:5/31/2019 23:59:59

Route:311

Route to Use:First Route

Leg to Use:First Leg

Total Number of Calls: 86843



Month	Number of Calls	Percentage	Cumulative
2019 - January	19634	22.61%	22.61%
2019 - February	14941	17.20%	39.81%
2019 - March	16665	19.19%	59.00%
2019 - April	16800	19.35%	78.35%
2019 - May	18803	21.65%	100.00%



Abandoned Calls - 2018 - May

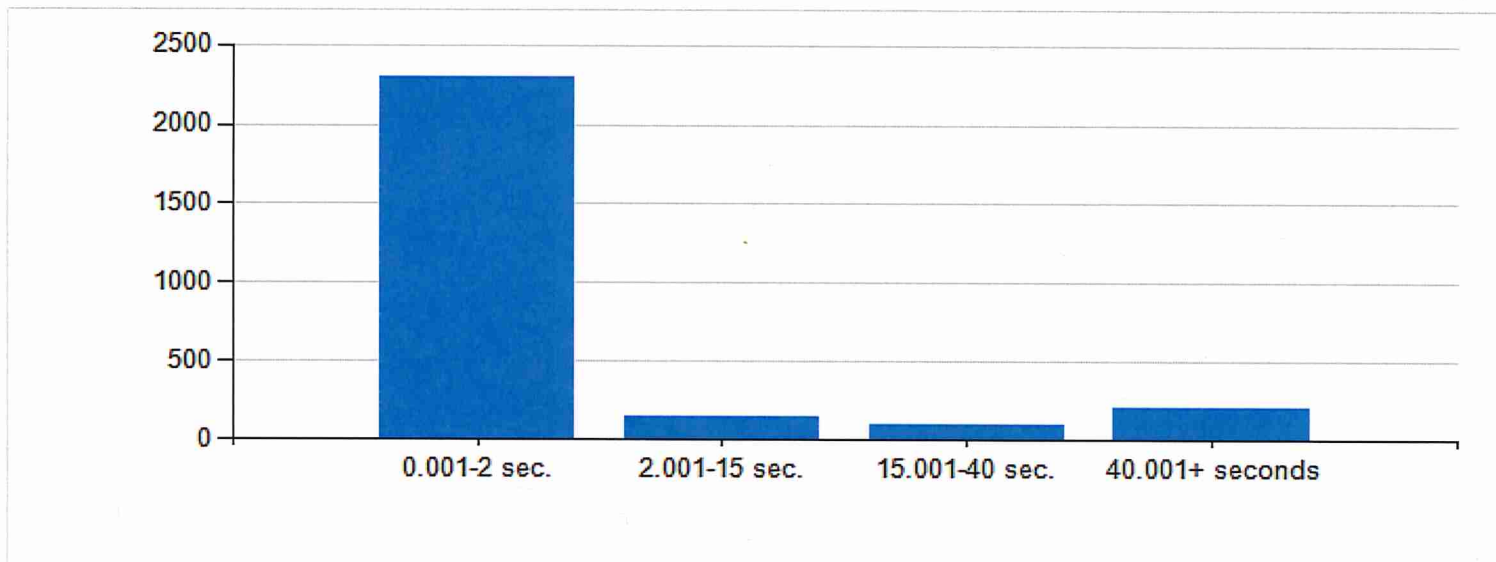
Date from:5/1/2018 00:00:00

Date to:5/31/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,753



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	2304	83.69%	83.69%
2.001-15 sec.	143	5.19%	88.88%
15.001-40 sec.	93	3.38%	92.26%
40.001+ seconds	213	7.74%	100.00%
Total	2753	100.00%	



Abandoned Calls - 2018 - June

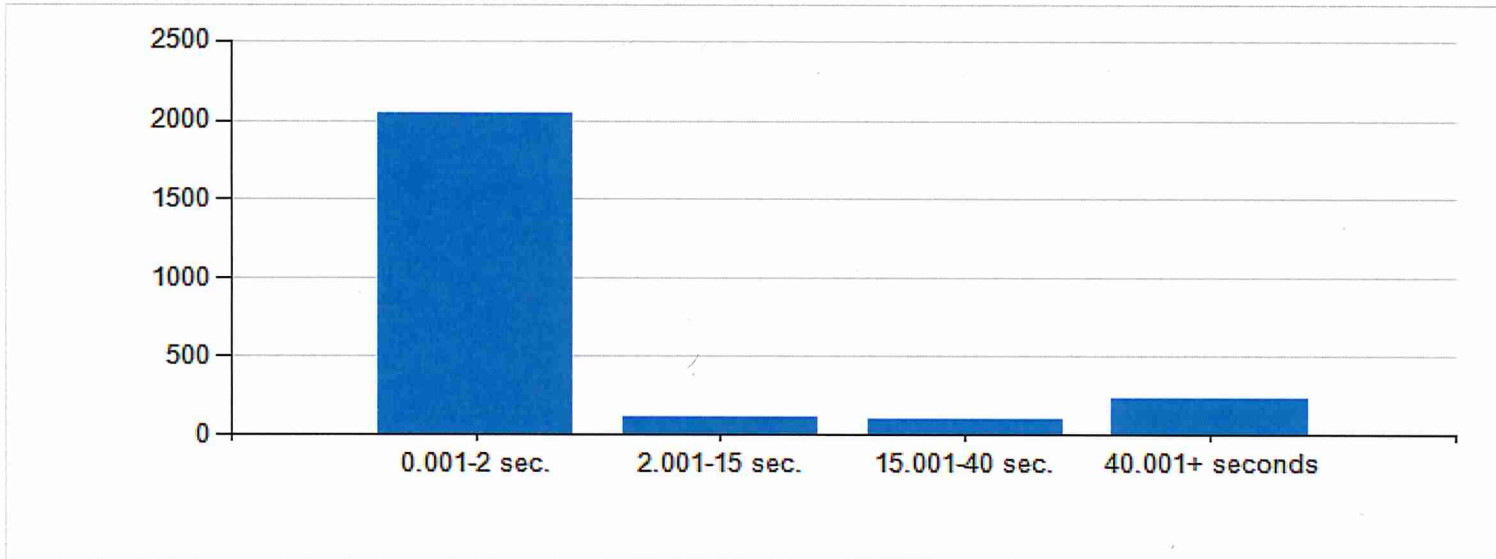
Date from:6/1/2018 00:00:00

Date to:6/30/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,481



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	2041	82.27%	82.27%
2.001-15 sec.	111	4.47%	86.74%
15.001-40 sec.	99	3.99%	90.73%
40.001+ seconds	230	9.27%	100.00%
Total	2481	100.00%	



Abandoned Calls - 2018 - July

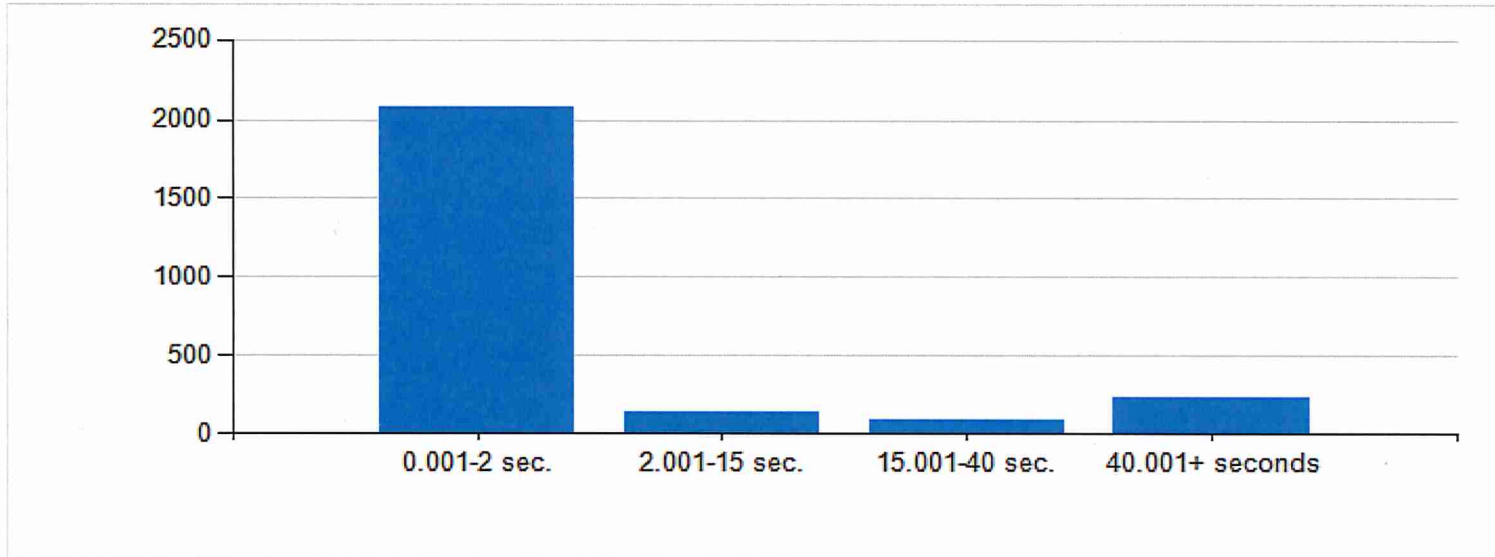
Date from:7/1/2018 00:00:00

Date to:7/31/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,536



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	2079	81.98%	81.98%
2.001-15 sec.	136	5.36%	87.34%
15.001-40 sec.	87	3.43%	90.77%
40.001+ seconds	234	9.23%	100.00%
Total	2536	100.00%	



Abandoned Calls - 2018 - August

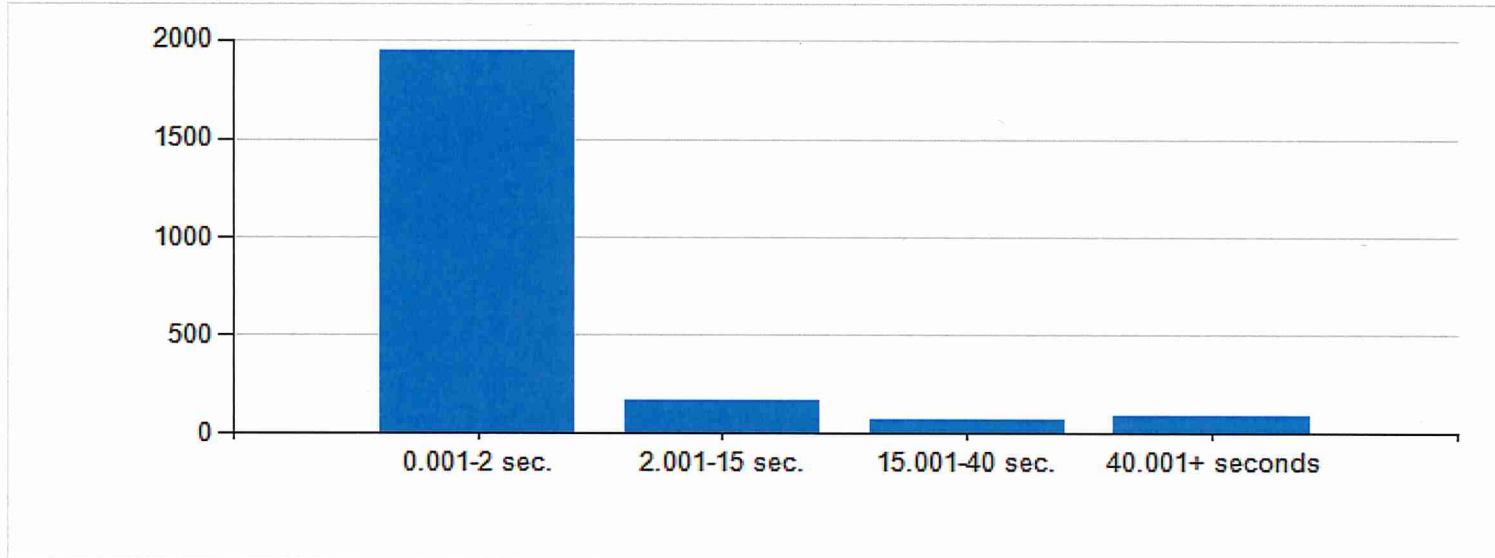
Date from:8/1/2018 00:00:00

Date to:8/31/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,274



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	1948	85.66%	85.66%
2.001-15 sec.	168	7.39%	93.05%
15.001-40 sec.	66	2.90%	95.95%
40.001+ seconds	92	4.05%	100.00%
Total	2274	100.00%	



Abandoned Calls - 2018 - September

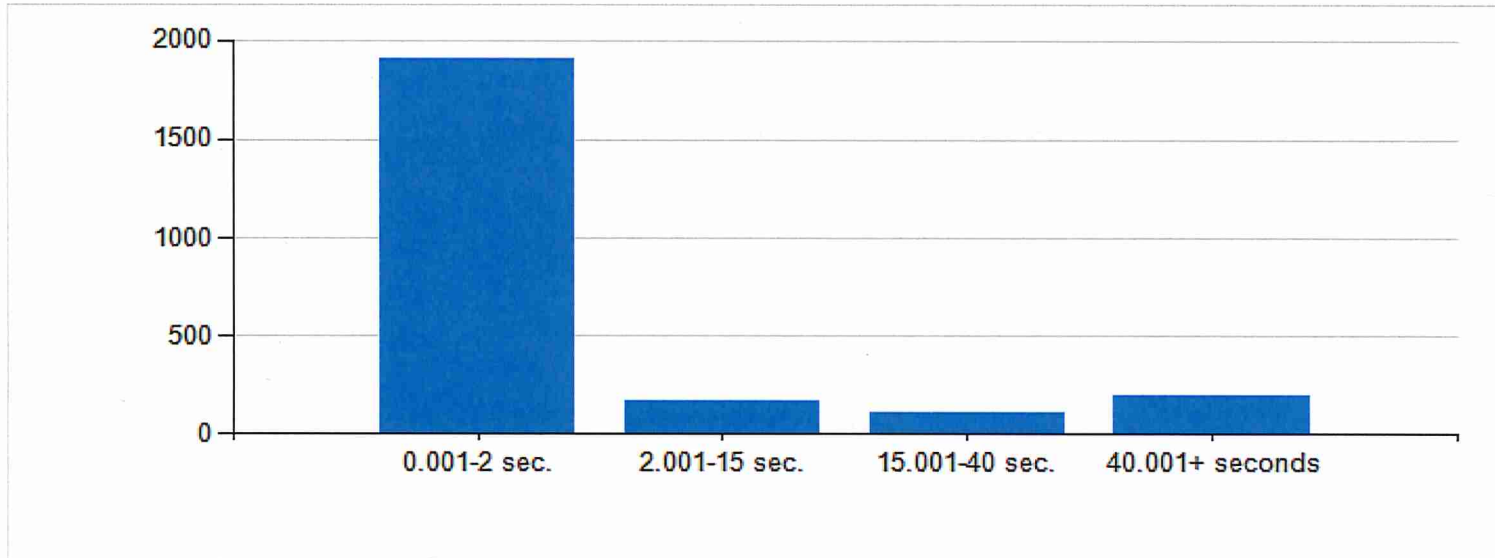
Date from:9/1/2018 00:00:00

Date to:9/30/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,377



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	1909	80.31%	80.31%
2.001-15 sec.	169	7.11%	87.42%
15.001-40 sec.	108	4.54%	91.96%
40.001+ seconds	191	8.04%	100.00%
Total	2377	100.00%	

Abandoned Calls - 2018 - October

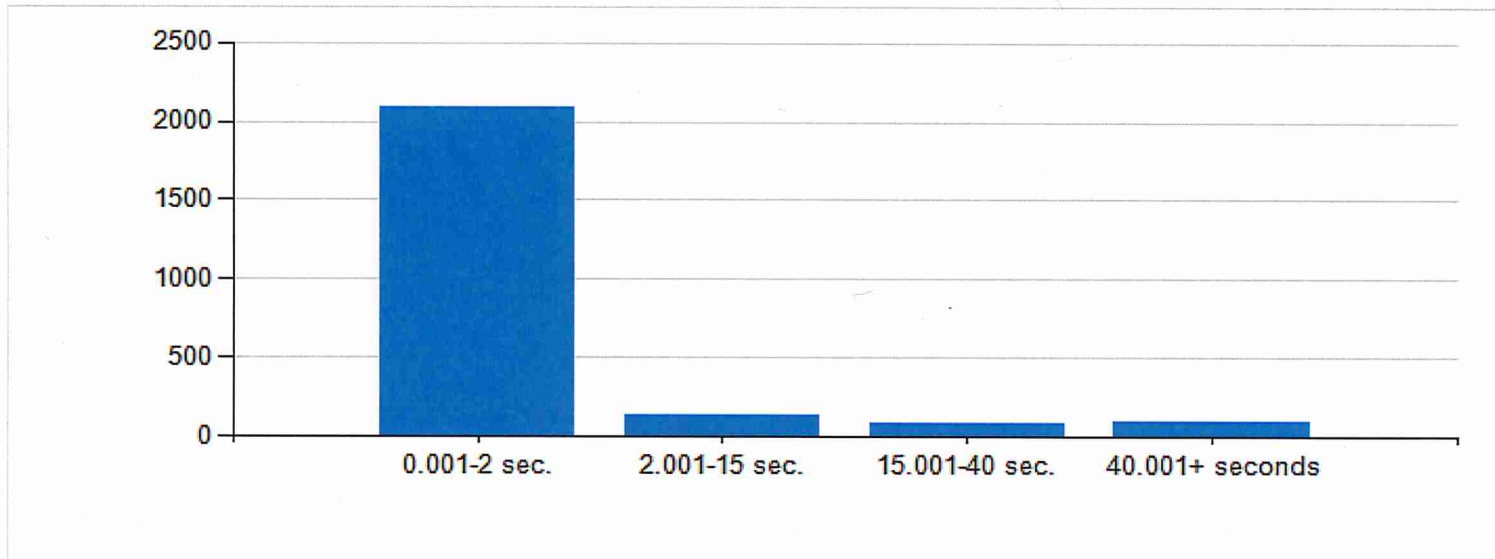
Date from:10/1/2018 00:00:00

Date to:10/31/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,415



<u>Range of Ring Time</u>	<u>Number of Calls</u>	<u>Percentage</u>	<u>Cumulative</u>
0.001-2 sec.	2096	86.79%	86.79%
2.001-15 sec.	136	5.63%	92.42%
15.001-40 sec.	80	3.31%	95.73%
40.001+ seconds	103	4.27%	100.00%
Total	2415	100.00%	



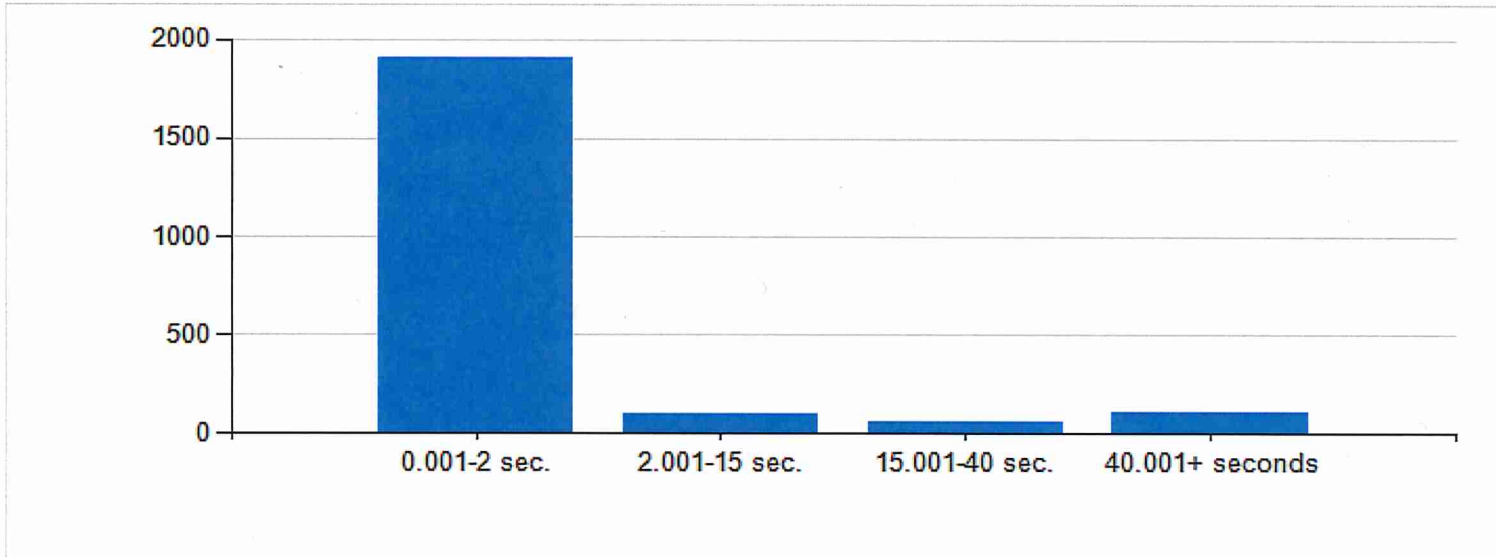
Abandoned Calls - 2018 - November

Date from:11/1/2018 00:00:00

Date to:11/30/2018 23:59:59

Leg to Use:First Leg
Route:911

Total Number of Calls: 2,168



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	1905	87.87%	87.87%
2.001-15 sec.	100	4.61%	92.48%
15.001-40 sec.	60	2.77%	95.25%
40.001+ seconds	103	4.75%	100.00%
Total	2168	100.00%	



Abandoned calls - 2018 - December

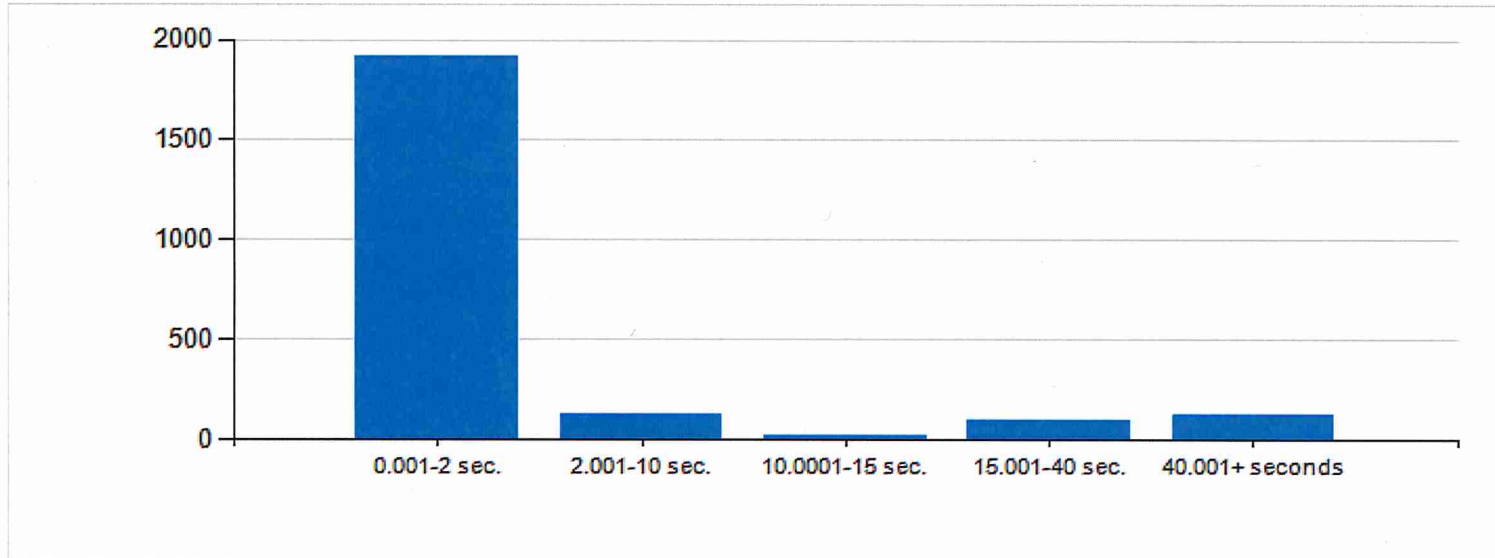
Date from:12/1/2018 00:00:00

Date to:12/31/2018 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 2,286



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	1919	83.95%	83.95%
2.001-10 sec.	127	5.56%	89.50%
10.0001-15 sec.	22	0.96%	90.46%
15.001-40 sec.	93	4.07%	94.53%
40.001+ seconds	125	5.47%	100.00%
Total	2286	100.00%	



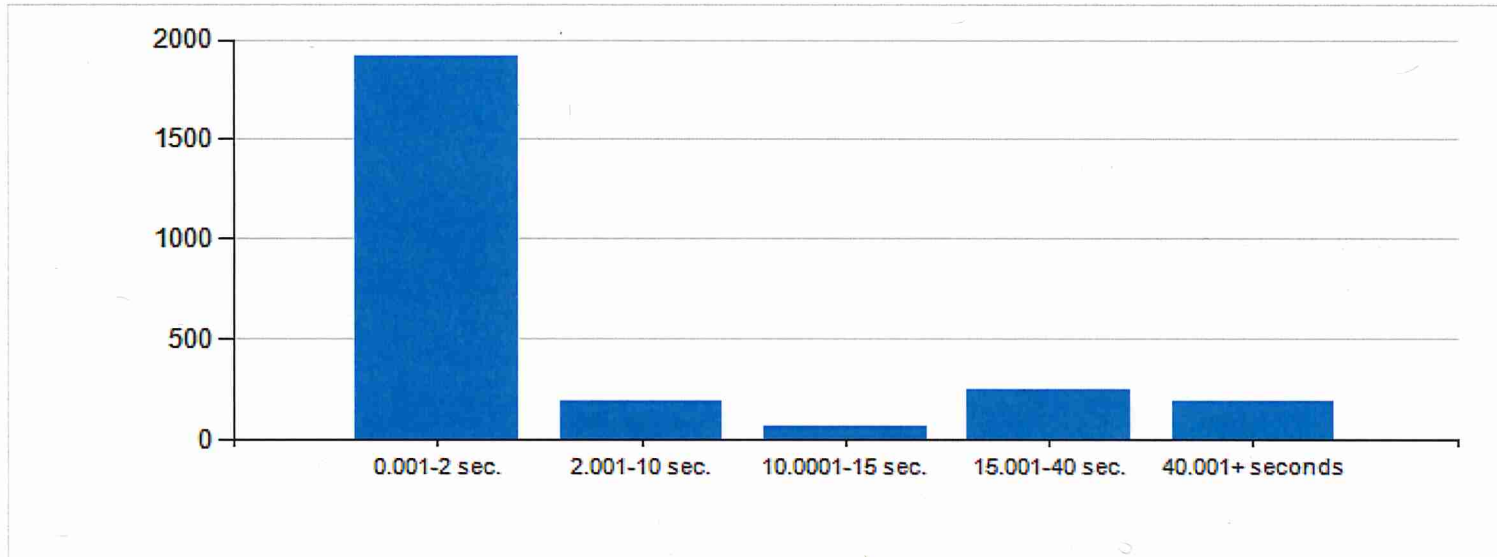
Abandoned Calls - 2019 - January

Date from:1/1/2019 00:00:00

Date to:1/31/2019 23:59:59

Leg to Use:First Leg
Route:911

Total Number of Calls: 2,625



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	1919	73.10%	73.10%
2.001-10 sec.	196	7.47%	80.57%
10.0001-15 sec.	67	2.55%	83.12%
15.001-40 sec.	250	9.52%	92.65%
40.001+ seconds	193	7.35%	100.00%
Total	2625	100.00%	



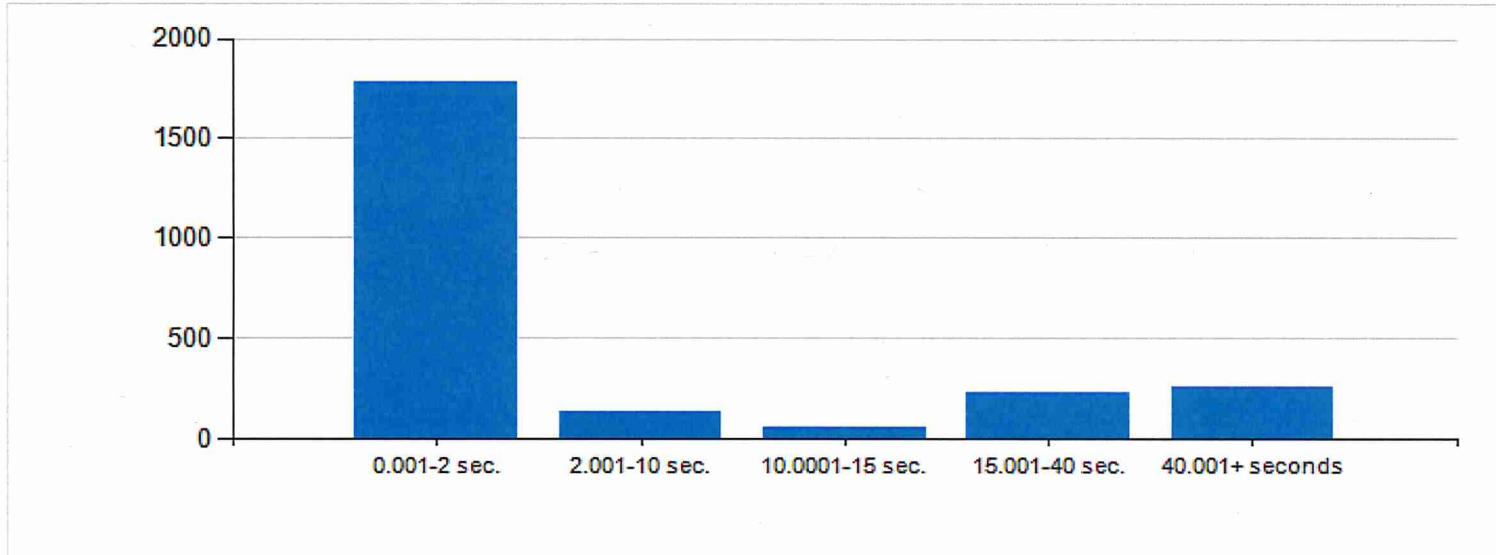
Abandoned Calls - 2019 - February

Date from:2/1/2019 00:00:00

Date to:2/28/2019 23:59:59

Leg to Use:First Leg
Route:911

Total Number of Calls: 2,473



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	1789	72.34%	72.34%
2.001-10 sec.	135	5.46%	77.80%
10.0001-15 sec.	53	2.14%	79.94%
15.001-40 sec.	232	9.38%	89.32%
40.001+ seconds	264	10.68%	100.00%
Total	2473	100.00%	



Abandoned Calls - 2019 - March

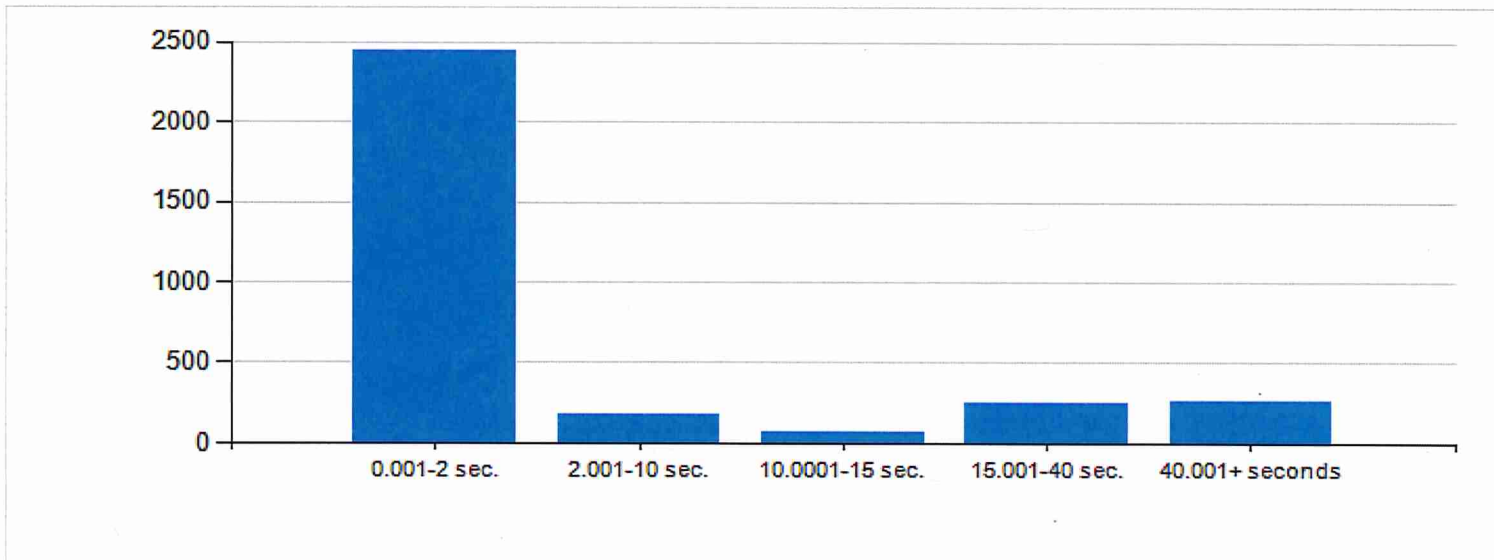
Date from:3/1/2019 00:00:00

Date to:3/31/2019 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 3,204



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	2444	76.28%	76.28%
2.001-10 sec.	180	5.62%	81.90%
10.0001-15 sec.	66	2.06%	83.96%
15.001-40 sec.	251	7.83%	91.79%
40.001+ seconds	263	8.21%	100.00%
Total	3204	100.00%	



Abandoned Calls - 2019 - April

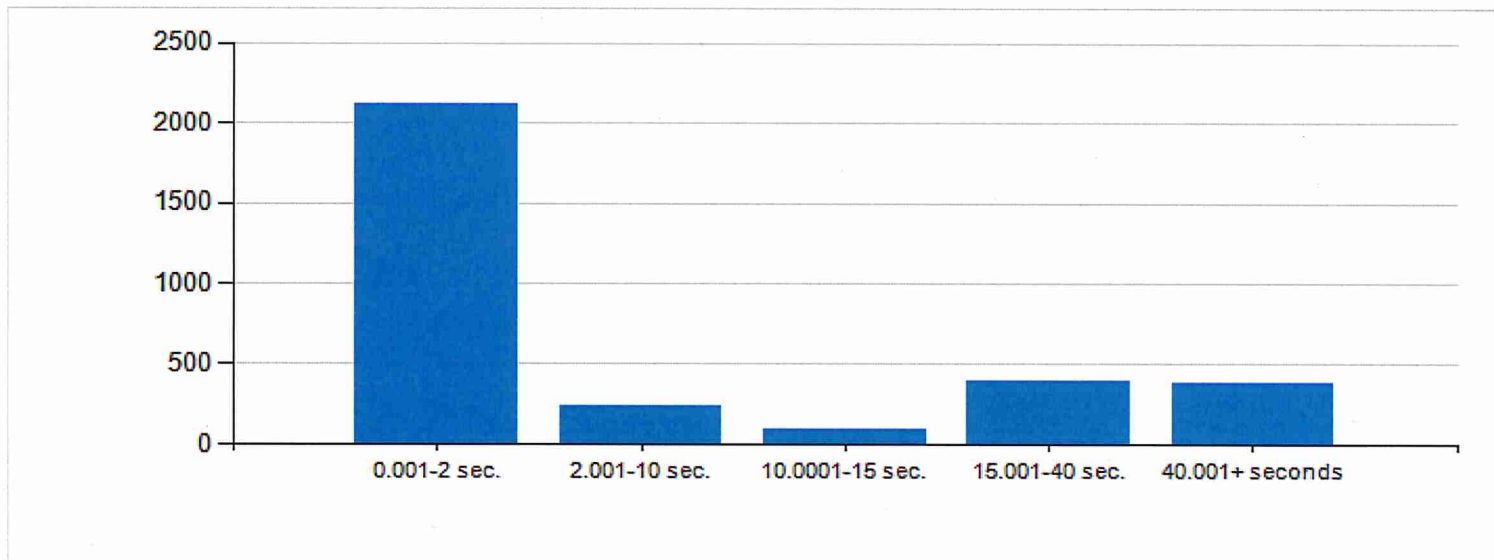
Date from:4/1/2019 00:00:00

Date to:4/30/2019 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 3,232



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	2116	65.47%	65.47%
2.001-10 sec.	242	7.49%	72.96%
10.0001-15 sec.	91	2.82%	75.77%
15.001-40 sec.	398	12.31%	88.09%
40.001+ seconds	385	11.91%	100.00%
Total	3232	100.00%	



Abandoned Calls - 2019 - May

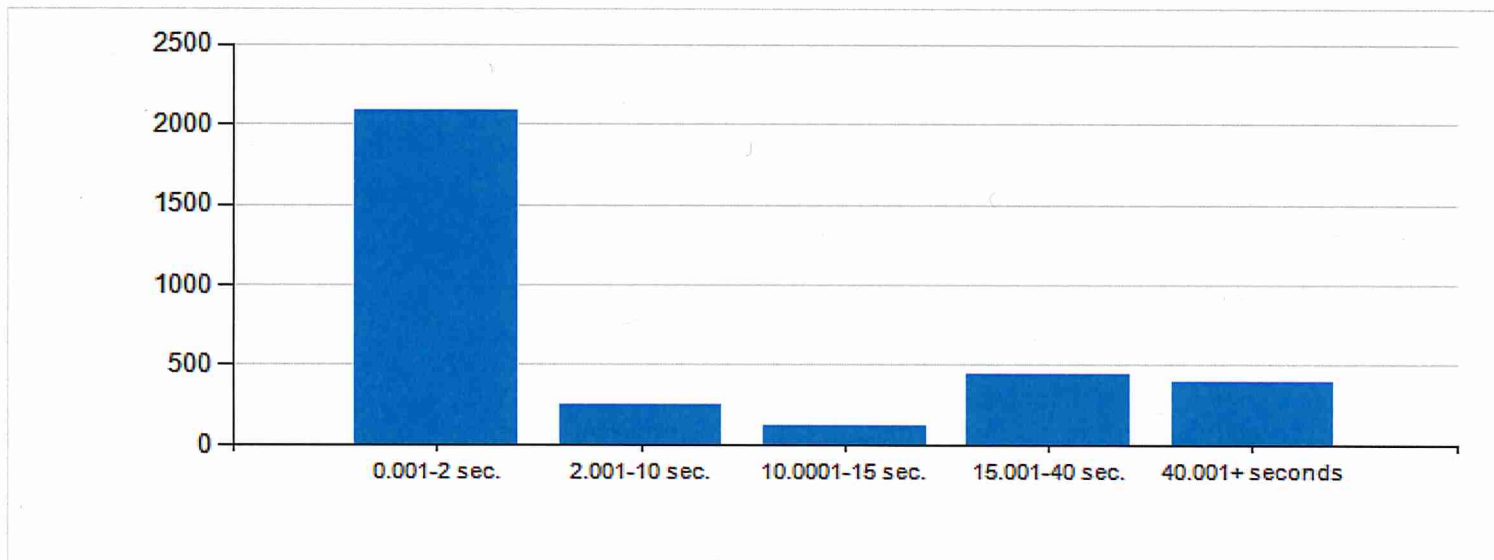
Date from:5/1/2019 00:00:00

Date to:5/31/2019 23:59:59

Leg to Use:First Leg

Route:911

Total Number of Calls: 3,310



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	2089	63.11%	63.11%
2.001-10 sec.	254	7.67%	70.79%
10.0001-15 sec.	120	3.63%	74.41%
15.001-40 sec.	450	13.60%	88.01%
40.001+ seconds	397	11.99%	100.00%
Total	3310	100.00%	



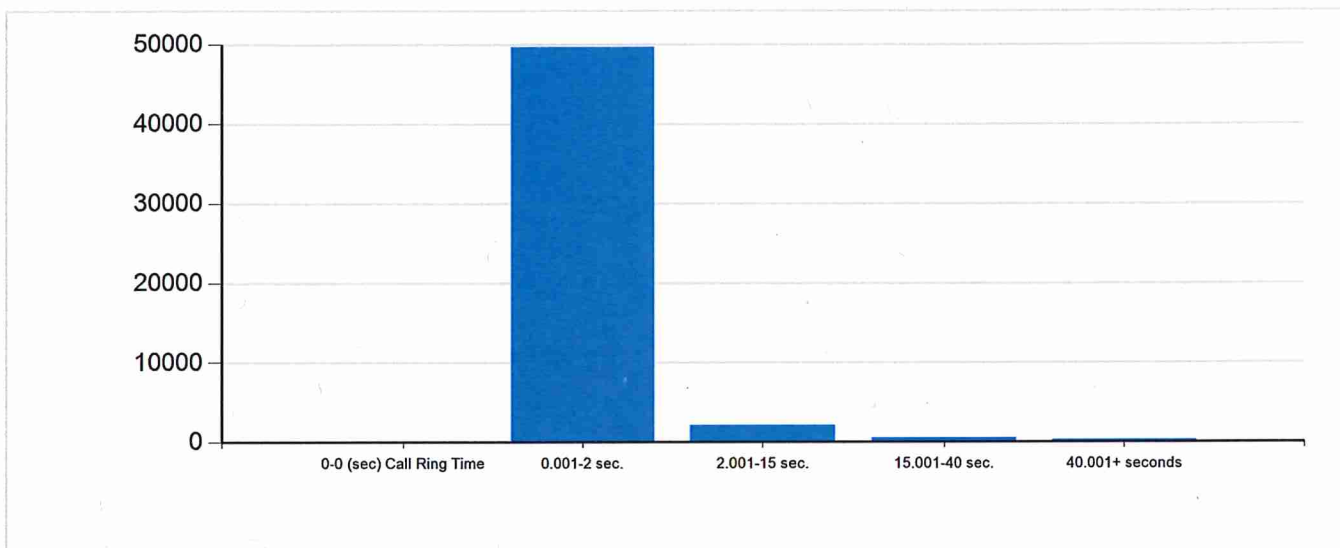
Monthly Call Answer Times - 2018 - May

Date from: 5/1/2018 00:00:00

Date to: 5/31/2018 23:59:59

Leg to Use: First Leg
Route: 10DigitEmergency[911]
Route to Use: First Route
Abandoned: False

Total Number of Calls: 52,753



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	3	0.01%	0.01%
0.001-2 sec.	49720	94.25%	94.26%
2.001-15 sec.	2138	4.05%	98.31%
15.001-40 sec.	577	1.09%	99.40%
40.001+ seconds	315	0.60%	100.00%
Total	52753	100.00%	



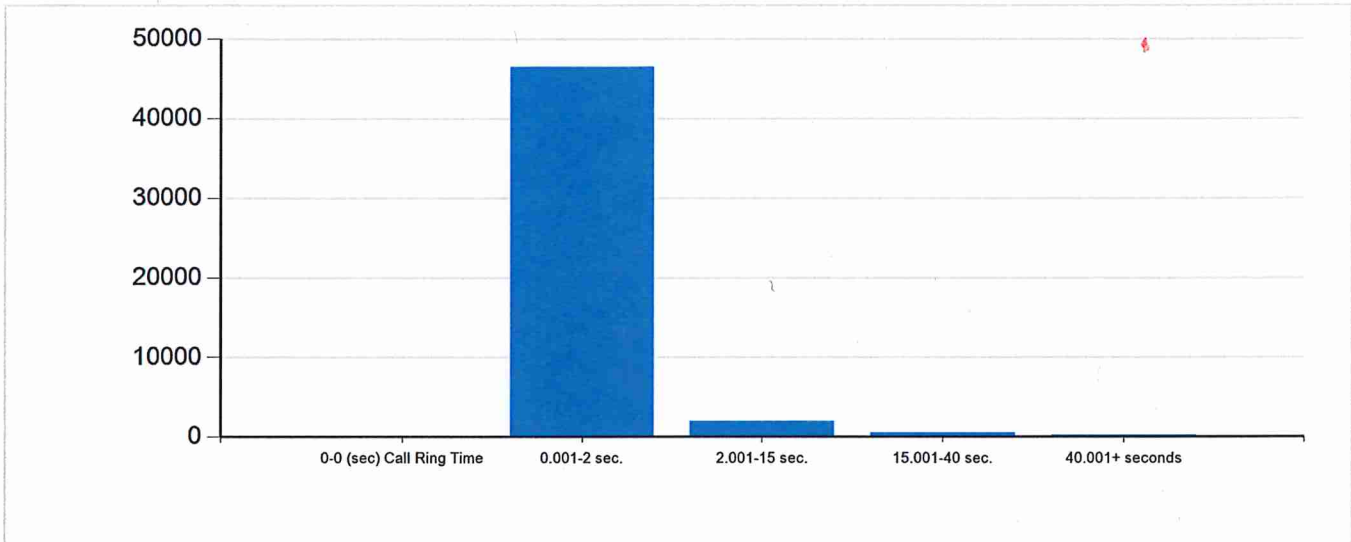
Monthly Call Answer Times - 2018 - June

Date from:6/1/2018 00:00:00

Date to:6/30/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 49,338



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	5	0.01%	0.01%
0.001-2 sec.	46547	94.34%	94.35%
2.001-15 sec.	2001	4.06%	98.41%
15.001-40 sec.	516	1.05%	99.45%
40.001+ seconds	269	0.55%	100.00%
Total	49338	100.00%	



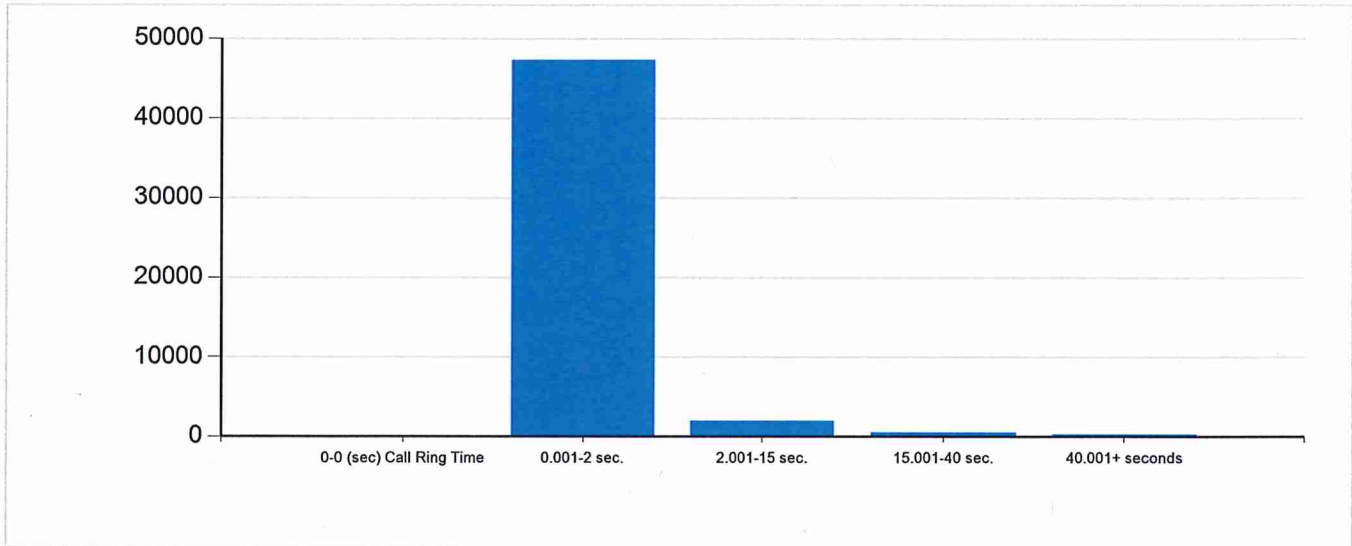
Monthly Call Answer Times - 2018 - July

Date from:7/1/2018 00:00:00

Date to:7/31/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 50,210



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	3	0.01%	0.01%
0.001-2 sec.	47399	94.40%	94.41%
2.001-15 sec.	1967	3.92%	98.33%
15.001-40 sec.	511	1.02%	99.34%
40.001+ seconds	330	0.66%	100.00%
Total	50210	100.00%	



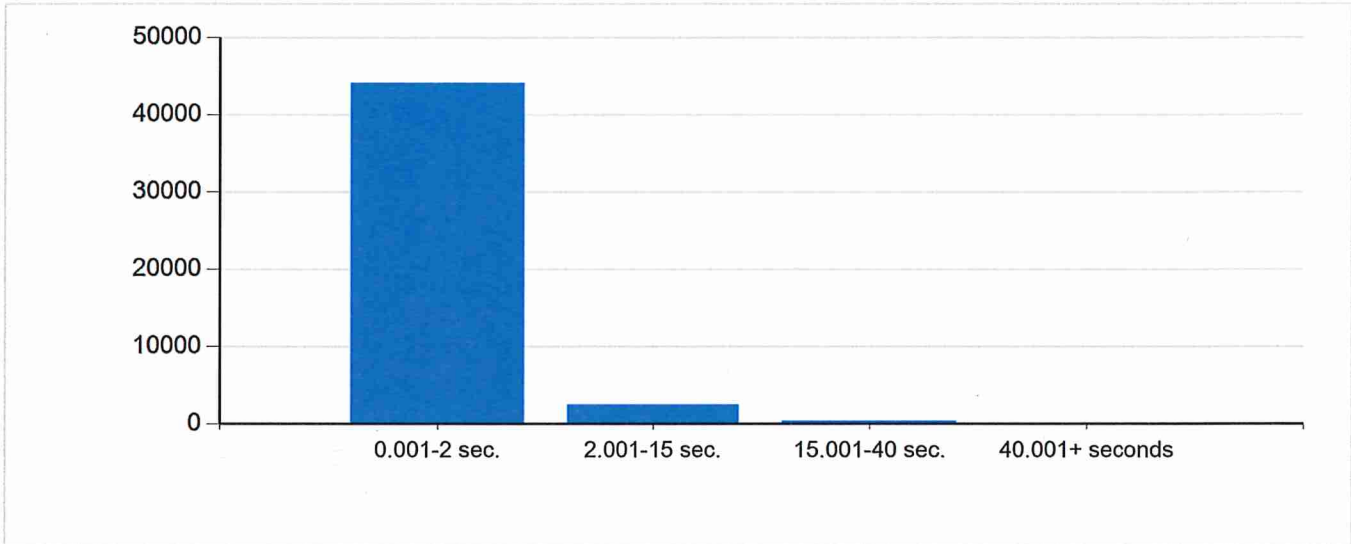
Monthly Call Answer Times - 2018 - August

Date from:8/1/2018 00:00:00

Date to:8/31/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 47,239



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	44177	93.52%	93.52%
2.001-15 sec.	2530	5.36%	98.87%
15.001-40 sec.	399	0.84%	99.72%
40.001+ seconds	133	0.28%	100.00%
Total	47239	100.00%	



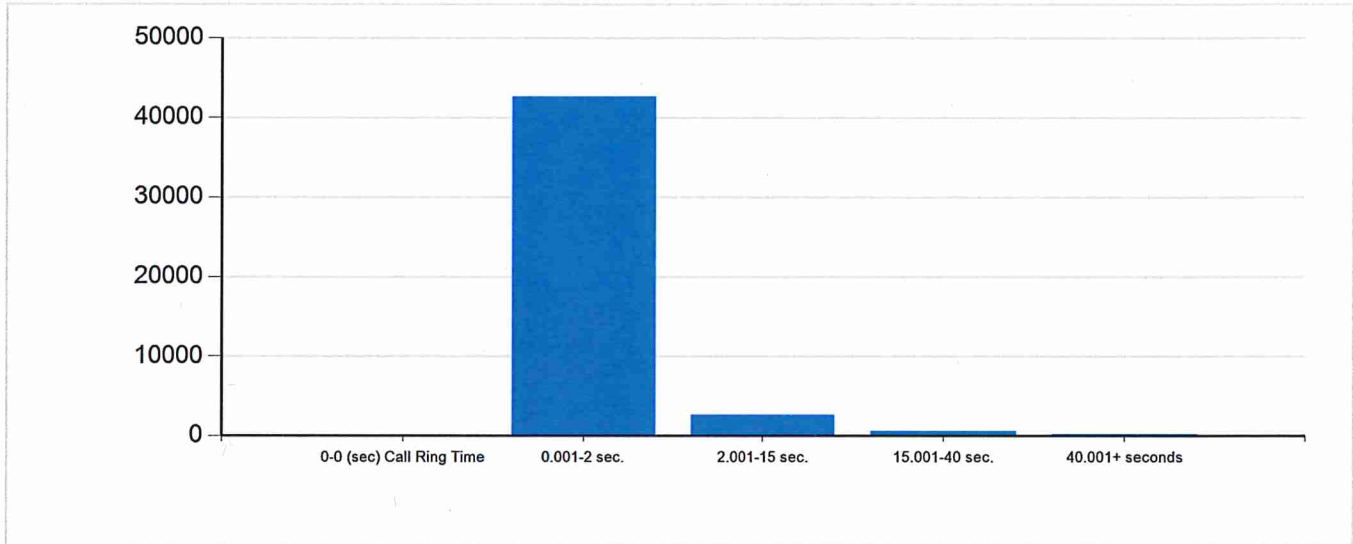
Monthly Call Answer Times - 2018 - September

Date from:9/1/2018 00:00:00

Date to:9/30/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 46,200



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	1	0.00%	0.00%
0.001-2 sec.	42661	92.34%	92.34%
2.001-15 sec.	2684	5.81%	98.15%
15.001-40 sec.	587	1.27%	99.42%
40.001+ seconds	267	0.58%	100.00%
Total	46200	100.00%	



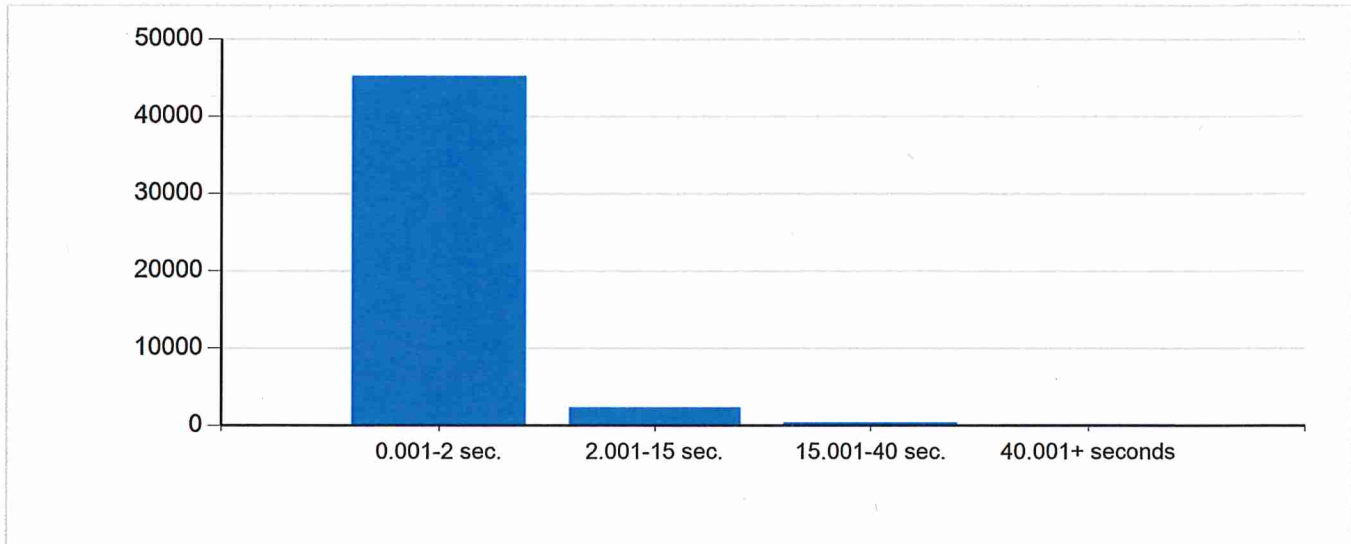
Monthly Call Answer Times - 2018 - October

Date from:10/1/2018 00:00:00

Date to:10/31/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 48,223



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	45241	93.82%	93.82%
2.001-15 sec.	2400	4.98%	98.79%
15.001-40 sec.	424	0.88%	99.67%
40.001+ seconds	158	0.33%	100.00%
Total	48223	100.00%	



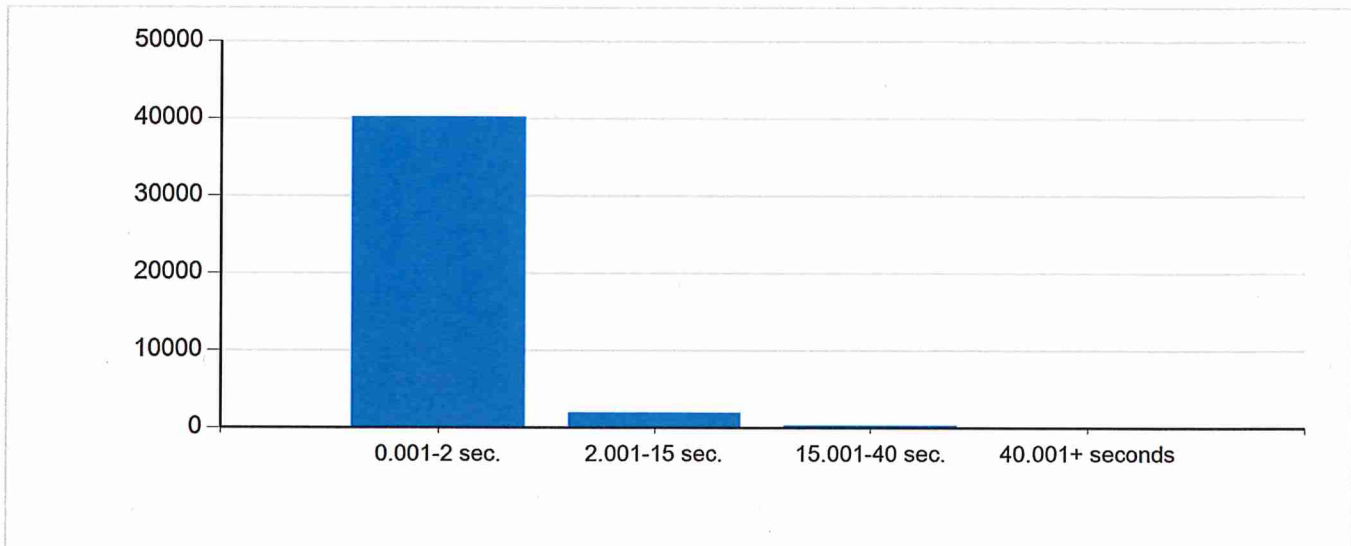
Monthly Call Answer Times - 2018 - November

Date from:11/1/2018 00:00:00

Date to:11/30/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 42,581



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	40224	94.46%	94.46%
2.001-15 sec.	1943	4.56%	99.03%
15.001-40 sec.	303	0.71%	99.74%
40.001+ seconds	111	0.26%	100.00%
Total	42581	100.00%	



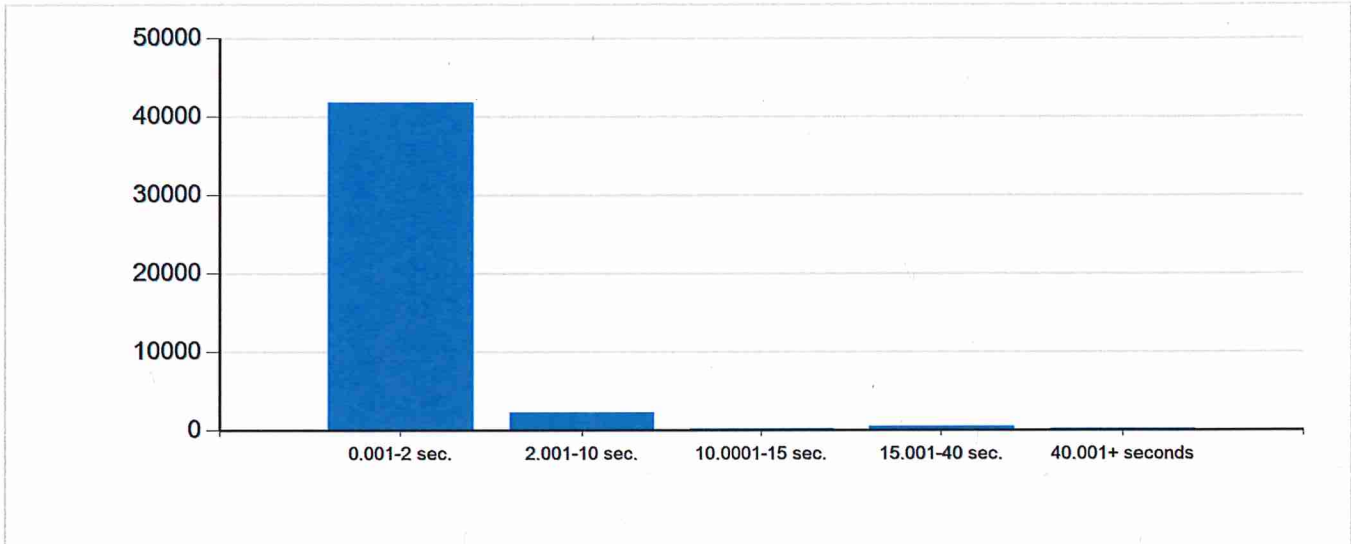
Monthly Call Answer Times - 2018 - December

Date from:12/1/2018 00:00:00

Date to:12/31/2018 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 45,026



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	41840	92.92%	92.92%
2.001-10 sec.	2299	5.11%	98.03%
10.0001-15 sec.	180	0.40%	98.43%
15.001-40 sec.	507	1.13%	99.56%
40.001+ seconds	200	0.44%	100.00%
Total	45026	100.00%	



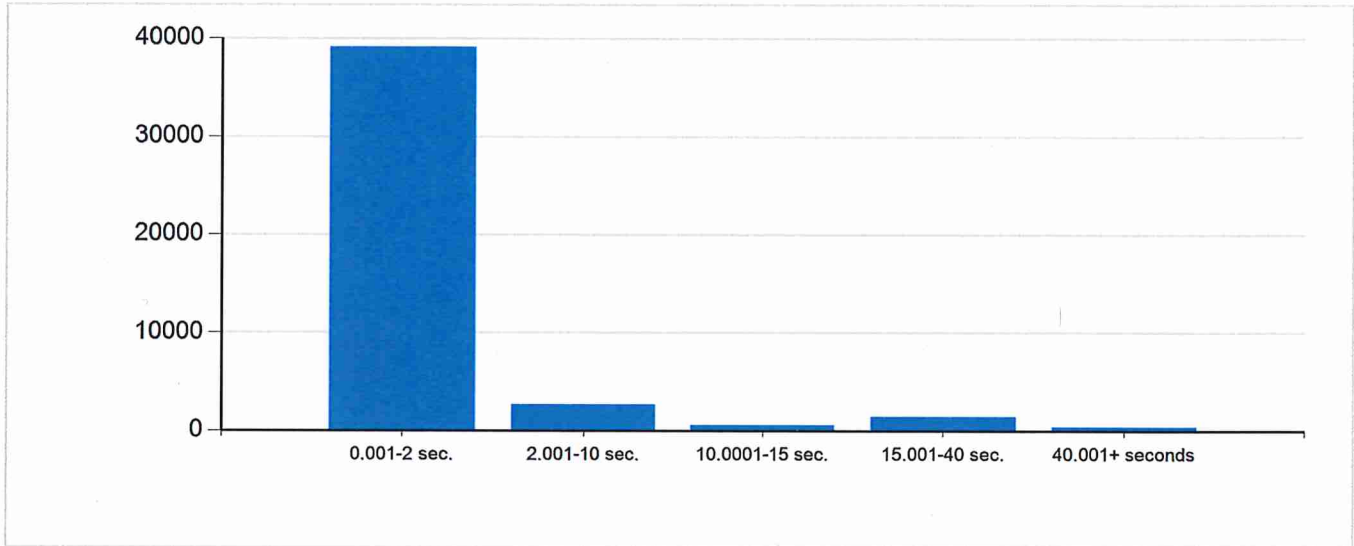
Monthly Call Answer Times - 2019 - January

Date from:1/1/2019 00:00:00

Date to:1/31/2019 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 44,367



Range of Ring Time	Number of Calls	Percentage	Cumulative
0.001-2 sec.	39175	88.30%	88.30%
2.001-10 sec.	2716	6.12%	94.42%
10.0001-15 sec.	633	1.43%	95.85%
15.001-40 sec.	1455	3.28%	99.13%
40.001+ seconds	388	0.87%	100.00%
Total	44367	100.00%	



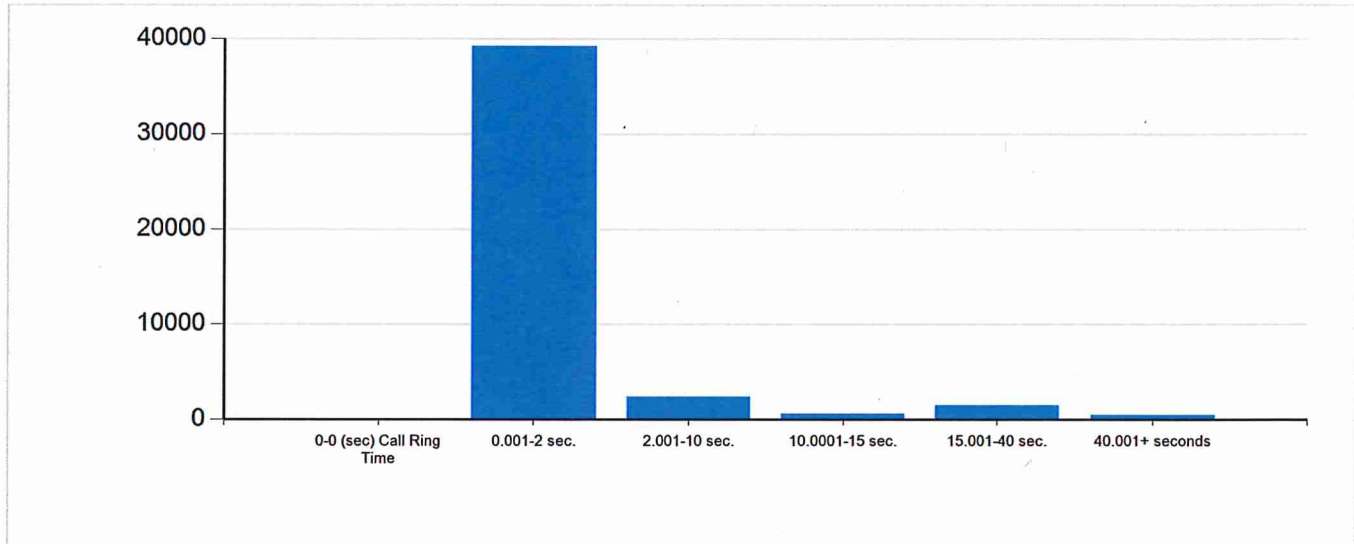
Monthly Call Answer Times - 2019 - February

Date from:2/1/2019 00:00:00

Date to:2/28/2019 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 44,324



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	3	0.01%	0.01%
0.001-2 sec.	39272	88.60%	88.61%
2.001-10 sec.	2415	5.45%	94.06%
10.0001-15 sec.	616	1.39%	95.45%
15.001-40 sec.	1512	3.41%	98.86%
40.001+ seconds	506	1.14%	100.00%
Total	44324	100.00%	



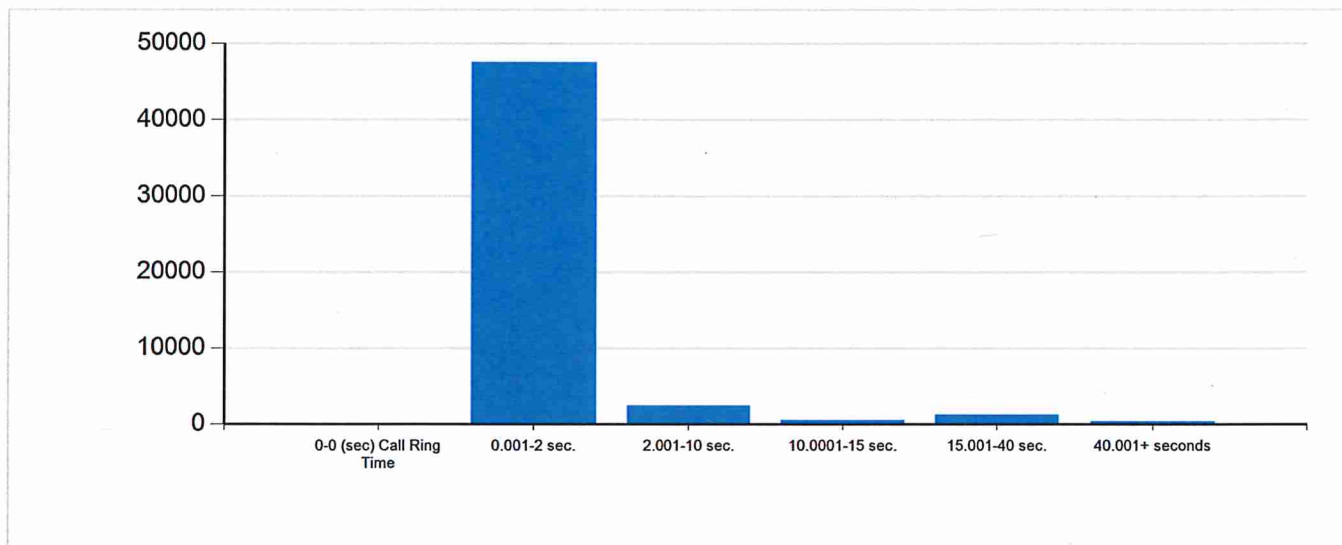
Monthly Call Answer Times - 2019 - March

Date from:3/1/2019 00:00:00

Date to:3/31/2019 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 52,295



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	1	0.00%	0.00%
0.001-2 sec.	47599	91.02%	91.02%
2.001-10 sec.	2417	4.62%	95.64%
10.0001-15 sec.	567	1.08%	96.73%
15.001-40 sec.	1294	2.47%	99.20%
40.001+ seconds	417	0.80%	100.00%
Total	52295	100.00%	



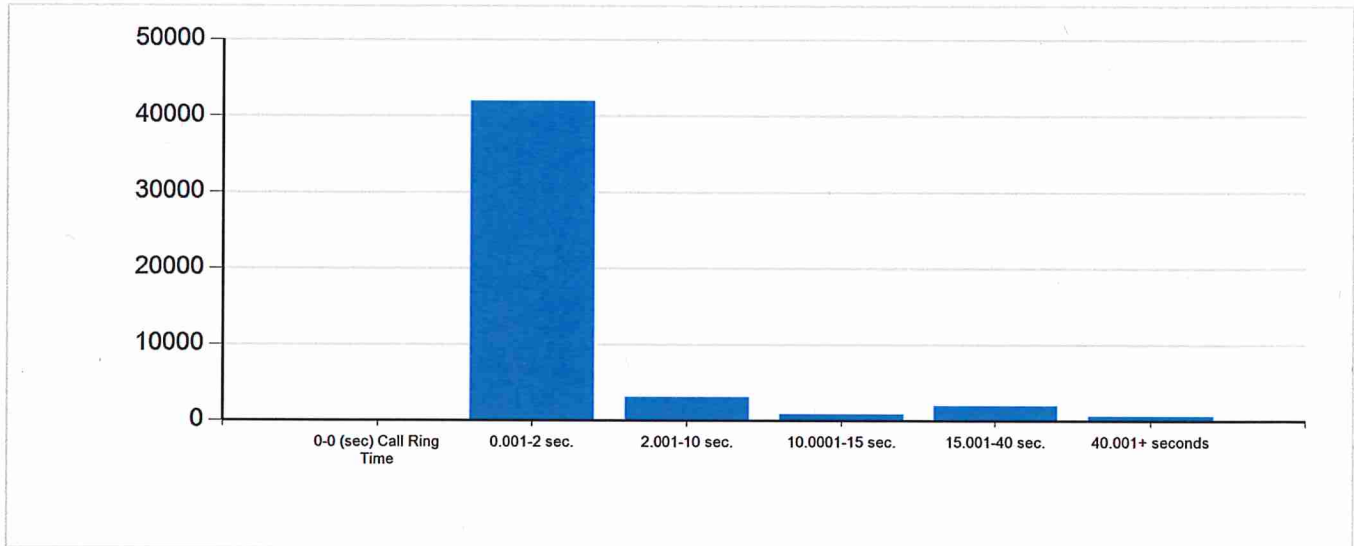
Monthly Call Answer Times - 2019 - April

Date from: 4/1/2019 00:00:00

Date to: 4/30/2019 23:59:59

Leg to Use: First Leg
Route: 10DigitEmergency911
Route to Use: First Route
Abandoned: False

Total Number of Calls: 48,495



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	2	0.00%	0.00%
0.001-2 sec.	41936	86.47%	86.48%
2.001-10 sec.	3104	6.40%	92.88%
10.0001-15 sec.	851	1.75%	94.63%
15.001-40 sec.	1986	4.10%	98.73%
40.001+ seconds	616	1.27%	100.00%
Total	48495	100.00%	



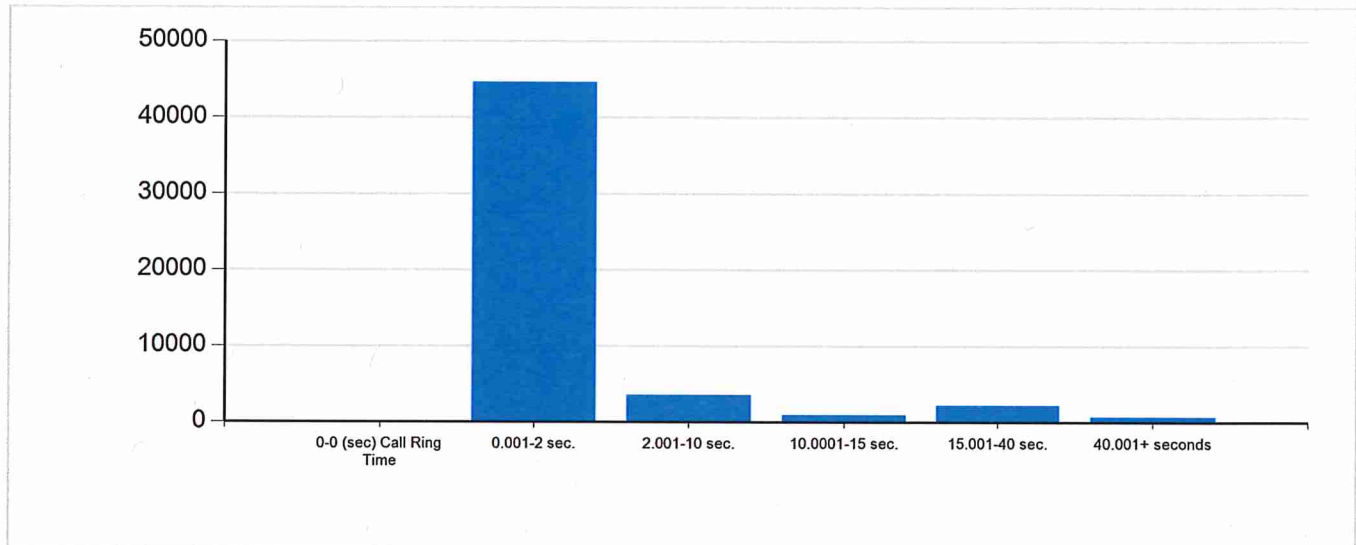
Monthly Call Answer Times - 2019 - May

Date from:5/1/2019 00:00:00

Date to:5/31/2019 23:59:59

Leg to Use:First Leg
Route:10DigitEmergency|911
Route to Use:First Route
Abandoned:False

Total Number of Calls: 51,998



Range of Ring Time	Number of Calls	Percentage	Cumulative
0-0 (sec) Call Ring Time	1	0.00%	0.00%
0.001-2 sec.	44608	85.79%	85.79%
2.001-10 sec.	3586	6.90%	92.69%
10.0001-15 sec.	928	1.78%	94.47%
15.001-40 sec.	2174	4.18%	98.65%
40.001+ seconds	701	1.35%	100.00%
Total	51998	100.00%	